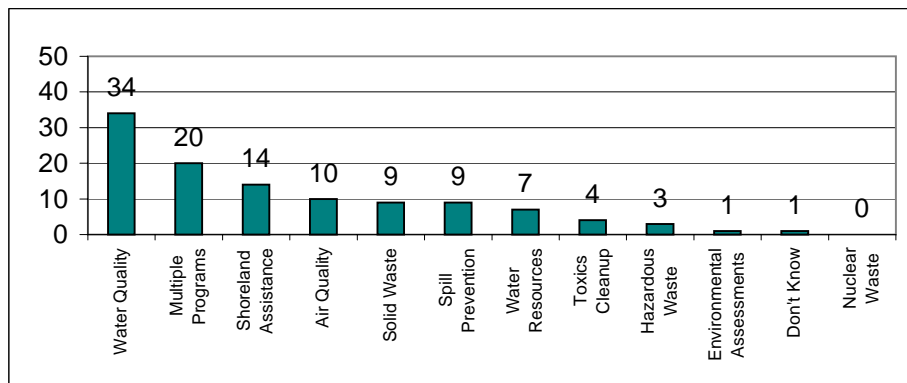


Department of Ecology Local Government Survey Results: Southwest Regional Office

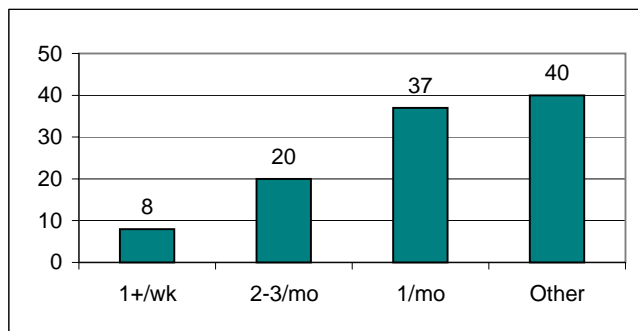
1. Which Ecology Program do you work with?

Water Quality	34
Multiple Programs	20
Shoreland Assistance	14
Air Quality	10
Solid Waste	9
Spill Prevention	9
Water Resources	7
Toxics Cleanup	4
Hazardous Waste	3
Environmental Assessments	1
Don't Know	1
Nuclear Waste	0
Total	112



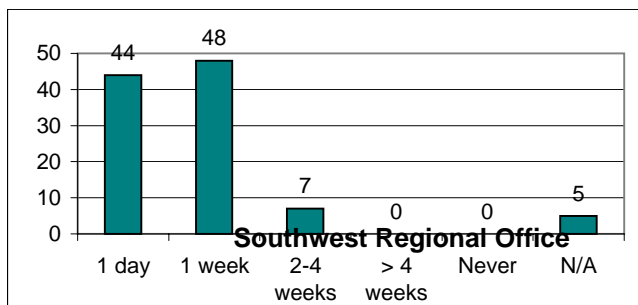
2. How often do you contact Ecology?

1+/wk	8
2-3/mo	20
1/mo	37
Other	40
Total	105

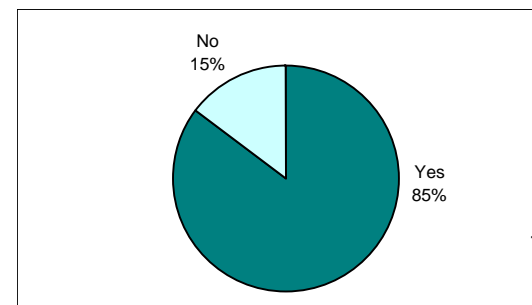


3. How long does it usually take Ecology to respond to your phone call?

1 day	44
1 week	48
2-4 weeks	7
> 4 weeks	0
Never	0
N/A	5
Total	104



Is this response time satisfactory?



Is this response time satisfactory?

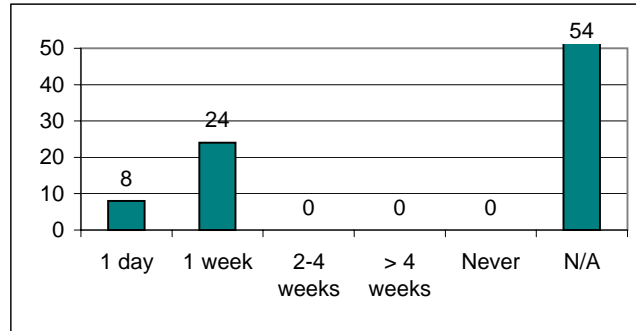
81
14
95

4. How long does it usually take Ecology to respond to your E-mail message?

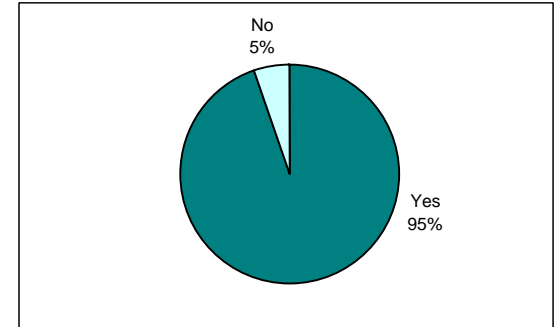
1 day	8
1 week	24
2-4 weeks	0
> 4 weeks	0
Never	0
N/A	54
Total	86

Is this response time satisfactory?

Yes	35
No	2
Total	37



Is this response time satisfactory?

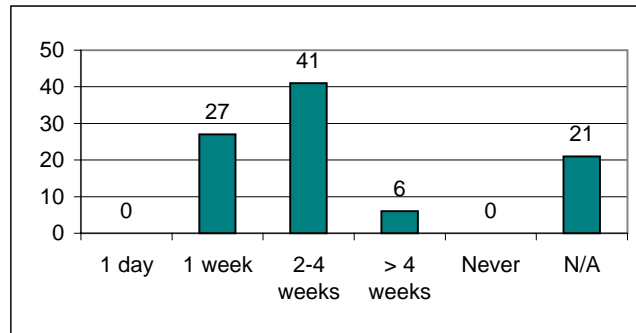


5. How long does it usually take Ecology to respond to your letters?

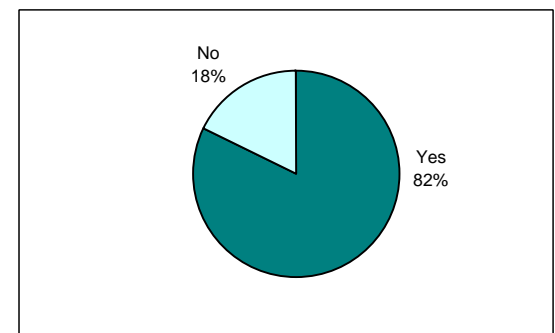
1 day	0
1 week	27
2-4 weeks	41
> 4 weeks	6
Never	0
N/A	21
Total	95

Is this response time satisfactory?

Yes	60
No	13
Total	73



Is this response time satisfactory?

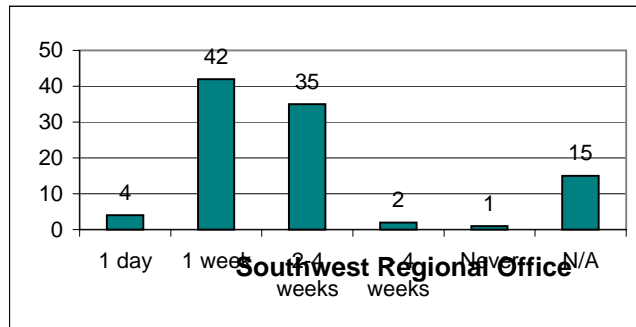


6. How long does it usually take Ecology to respond to the materials you requested?

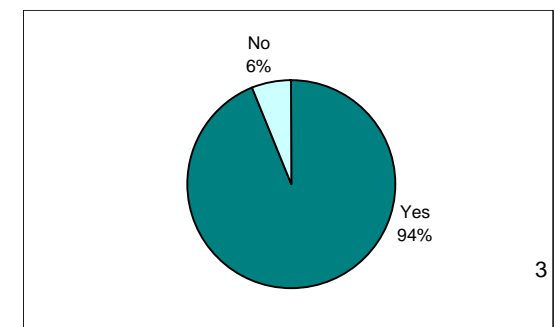
1 day	4
1 week	42
2-4 weeks	35
> 4 weeks	2
Never	1
N/A	15
Total	99

Is this response time satisfactory?

Yes	76
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Is this response time satisfactory?



No
Total

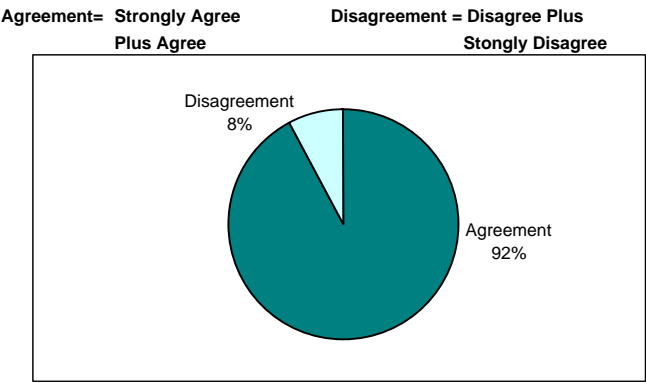
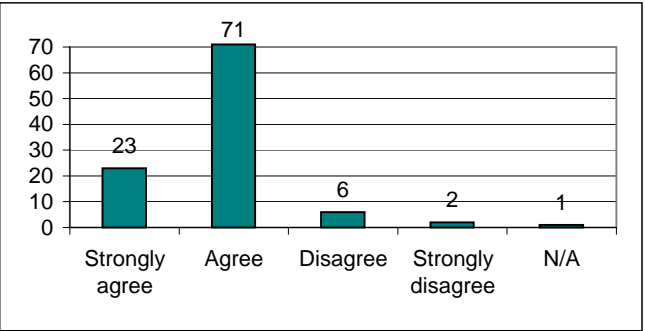
5
81

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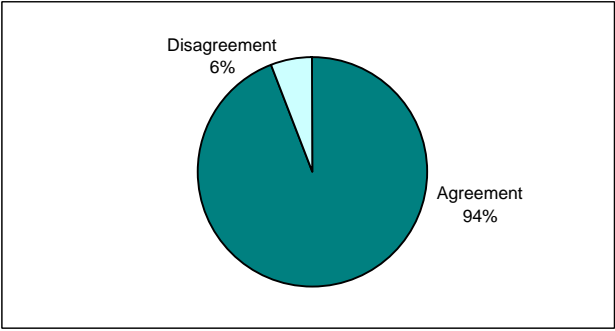
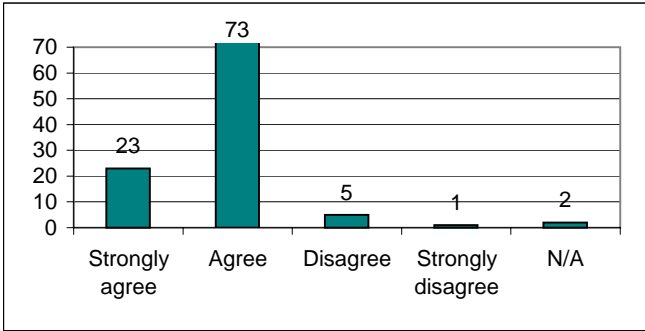
7. Ecology staff communicate clearly.

Strongly agree	23
Agree	71
Disagree	6
Strongly disagree	2
N/A	1
Total	103
Agreement	94
Disagreement	8
Not Applicable	1



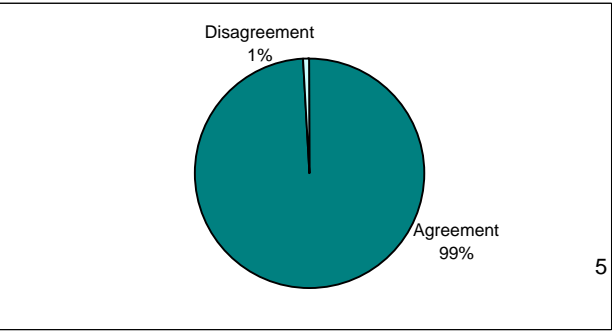
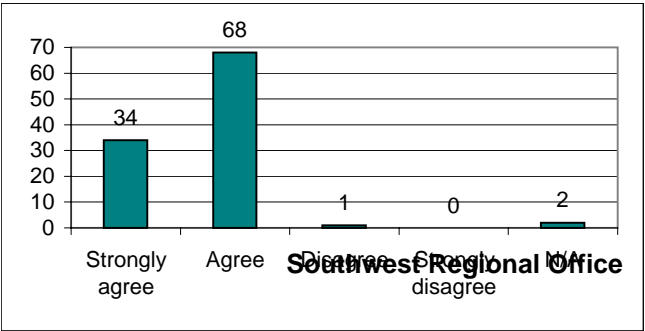
8. Ecology staff are knowledgeable.

Strongly agree	23
Agree	73
Disagree	5
Strongly disagree	1
N/A	2
Total	104
Agreement	96
Disagreement	6
Not Applicable	2



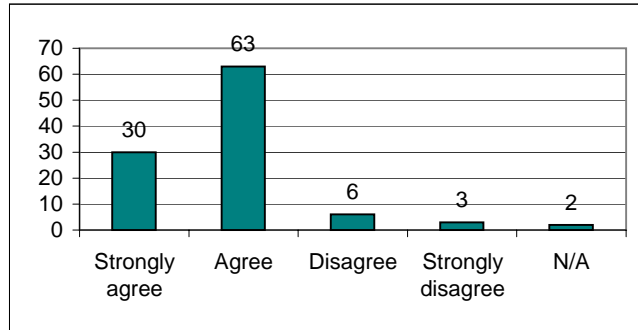
9. Ecology staff are courteous.

Strongly agree	34
Agree	68
Disagree	1
Strongly disagree	0
N/A	2
Total	105
Agreement	102
Disagreement	1
Not Applicable	2



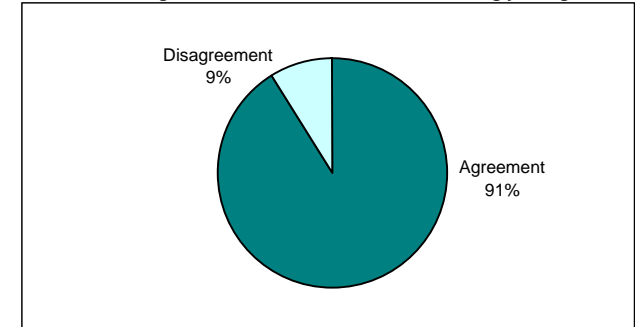
10. Ecology staff take the time to listen to me.

Strongly agree	30
Agree	63
Disagree	6
Strongly disagree	3
N/A	2
Total	2
Agreement	93
Disagreement	9
Not Applicable	2



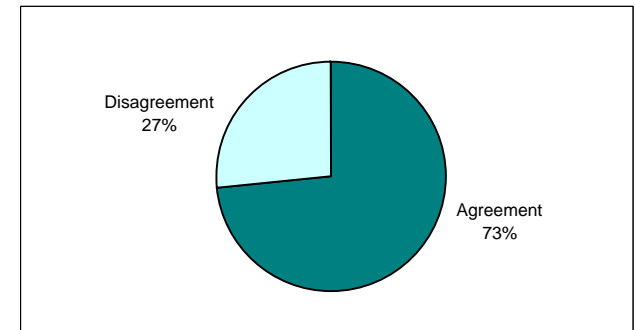
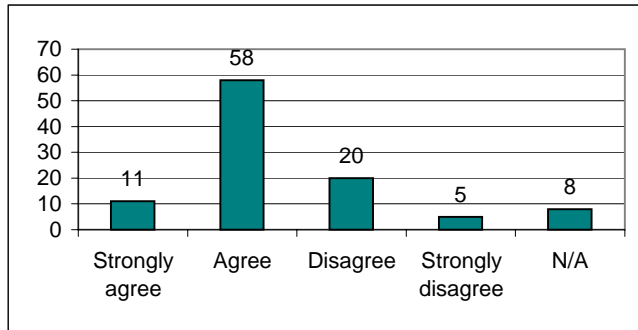
Agreement= Strongly Agree
Plus Agree

Disagreement = Disagree Plus
Strongly Disagree



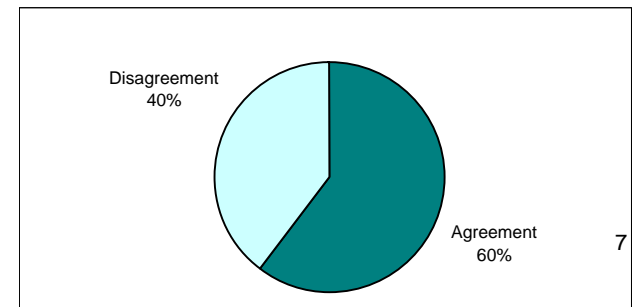
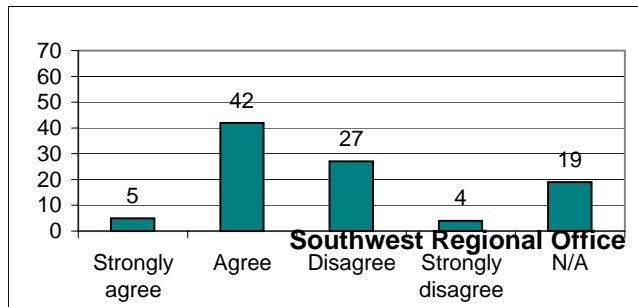
11. Ecology staff write materials that are easy to use.

Strongly agree	11
Agree	58
Disagree	20
Strongly disagree	5
N/A	8
Total	102
Agreement	69
Disagreement	25
Not Applicable	8



12. Ecology staff write regulations that are clearer now than they were 2 years ago.

Strongly agree	5
Agree	42
Disagree	27
Strongly disagree	4
N/A	19
Total	97
Agreement	47
Disagreement	31
Not Applicable	19

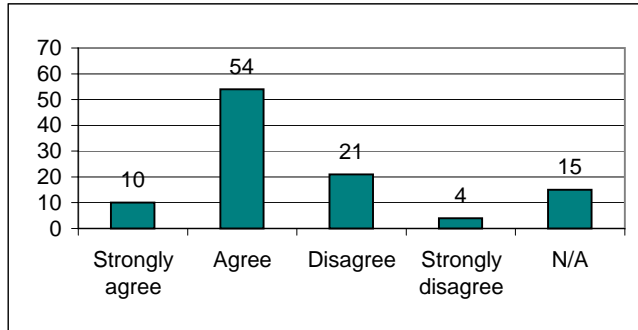


agree disagree



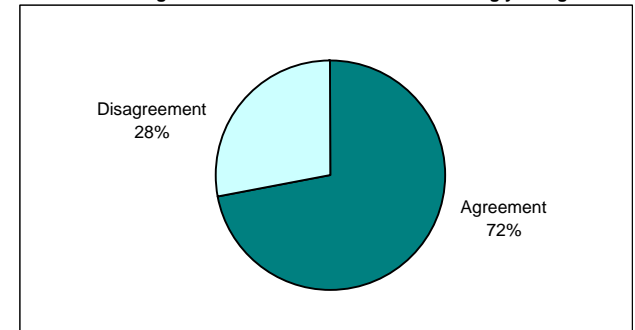
13. Ecology staff inform me about the services and products Ecology provides

Strongly agree	10
Agree	54
Disagree	21
Strongly disagree	4
N/A	15
Total	104
Agreement	64
Disagreement	25
Not Applicable	15



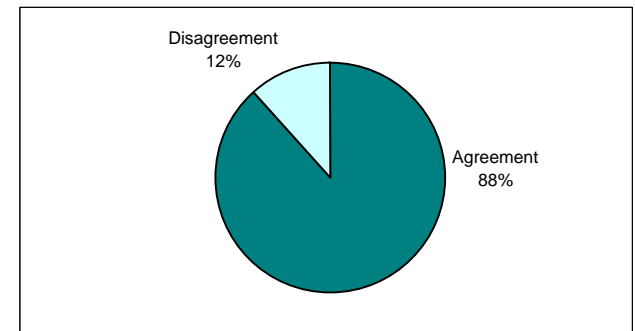
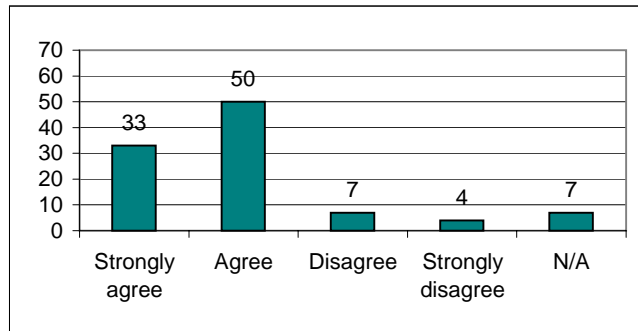
Agreement= Strongly Agree
Plus Agree

Disagreement = Disagree Plus
Strongly Disagree



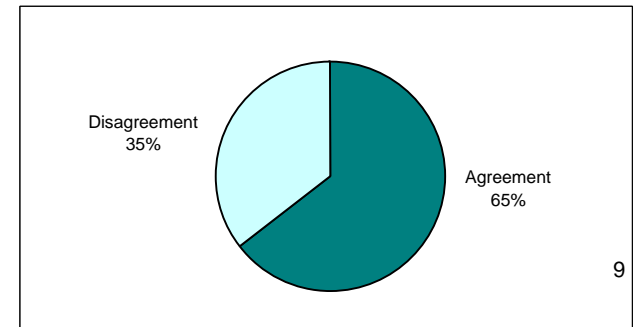
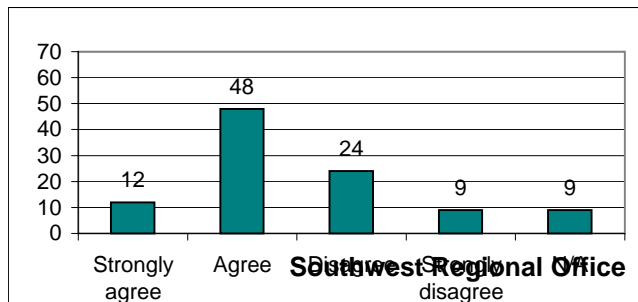
14. Ecology staff provide technical assistance to me when I need it.

Strongly agree	33
Agree	50
Disagree	7
Strongly disagree	4
N/A	7
Total	101
Agreement	83
Disagreement	11
Not Applicable	7



15. Ecology staff understand what drives decisions within my organization.

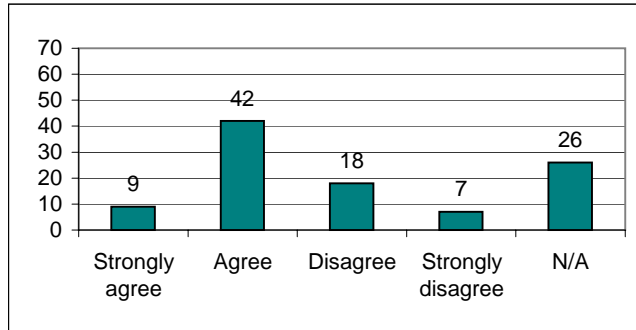
Strongly agree	12
Agree	48
Disagree	24
Strongly disagree	9
N/A	9
Total	102
Agreement	60
Disagreement	33
Not Applicable	9



ag:cc	ag:cc	
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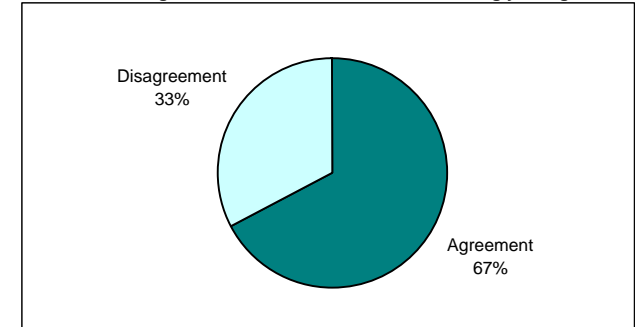
16. Ecology staff develop environmental priorities with me.

Strongly agree	9
Agree	42
Disagree	18
Strongly disagree	7
N/A	26
Total	102
Agreement	51
Disagreement	25
Not Applicable	26



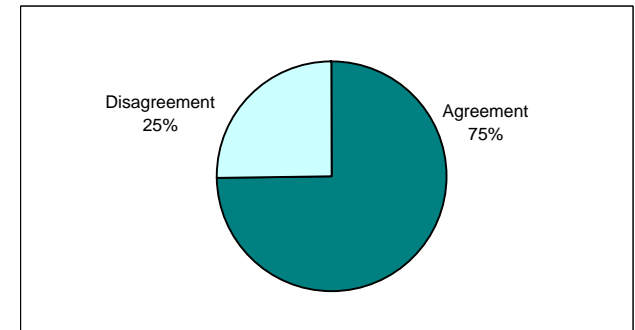
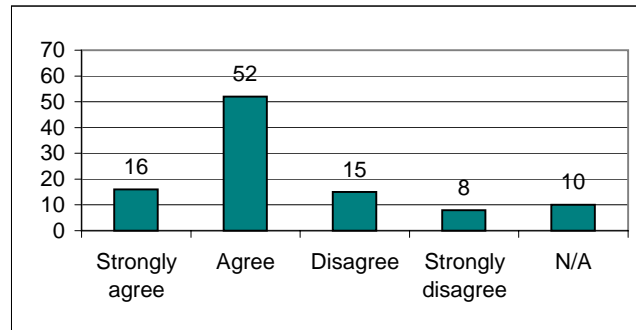
Agreement= Strongly Agree
Plus Agree

Disagreement = Disagree Plus
Strongly Disagree



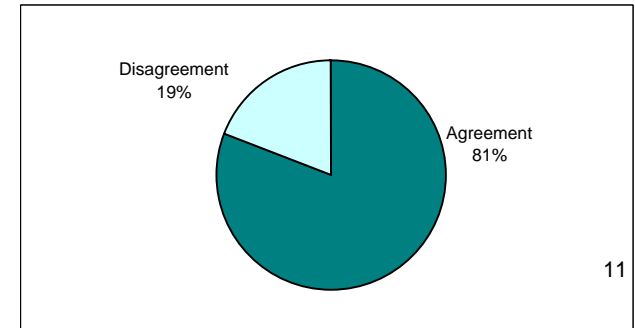
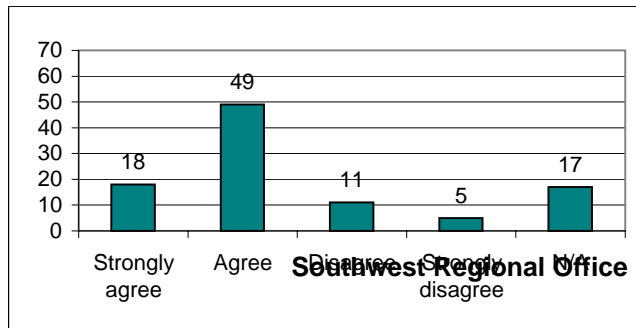
17. Ecology staff consider information I give them when making decisions

Strongly agree	16
Agree	52
Disagree	15
Strongly disagree	8
N/A	10
Total	101
Agreement	68
Disagreement	23
Not Applicable	10



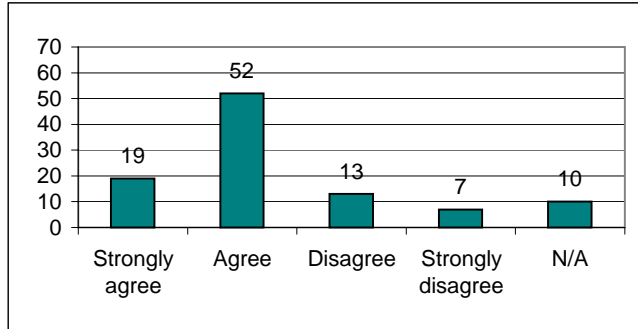
18. Ecology staff work with me to come up with a creative solution to a problem that is supported by Ecology management

Strongly agree	18
Agree	49
Disagree	11
Strongly disagree	5
N/A	17
Total	100
Agreement	67
Disagreement	16
Not Applicable	17



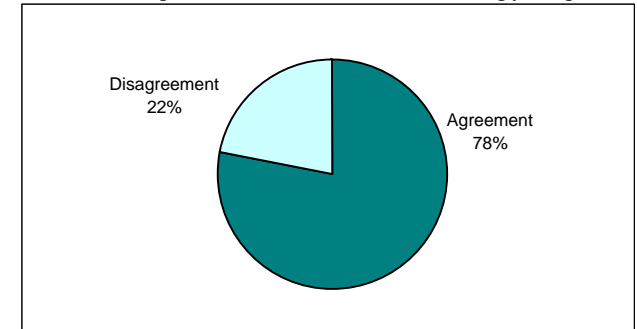
19. Ecology staff are effective in partnering with my organization in environmental protection

Strongly agree	19
Agree	52
Disagree	13
Strongly disagree	7
N/A	10
Total	101
Agreement	71
Disagreement	20
Not Applicable	10



Agreement= Strongly Agree
Plus Agree

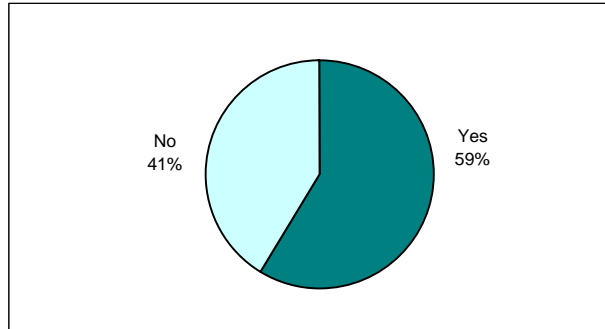
Disagreement = Disagree Plus
Strongly Disagree



PERMIT ASSISTANCE CENTER

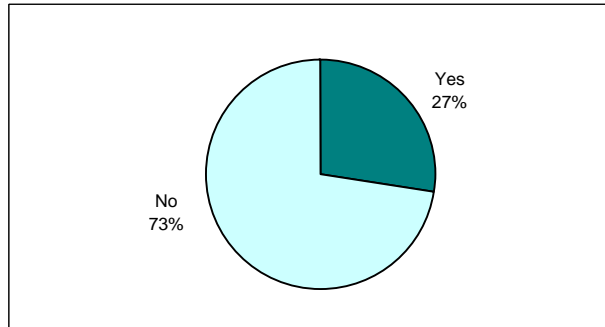
22. Do you know about the Environmental Permit Assistance Center located in Lacey at Ecology's Headquarters Building?

Yes	44
No	31
Not Applicable	15
Total	90



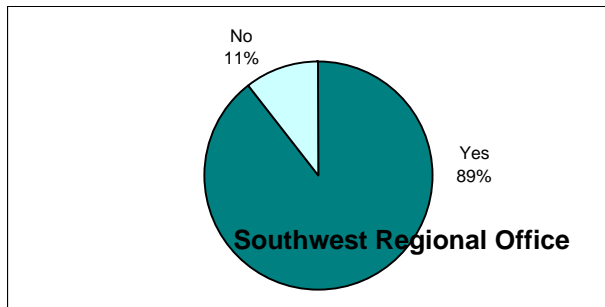
23. Have you requested information or service from the Permit Assistance Center?

Yes	20
No	53
Not Applicable	16
Total	89



24. If yes to question 23, was the information you received helpful to you and your organization?

Yes	17
No	2
Not Applicable	48
Total	67

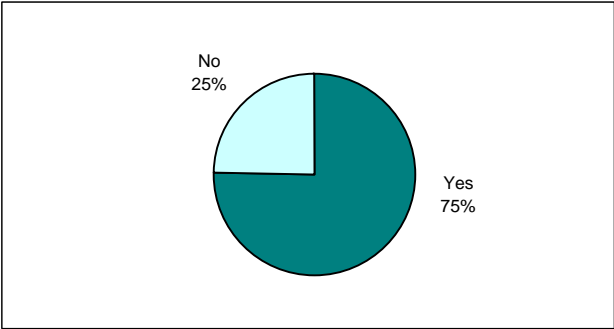




FINANCIAL ASSISTANCE

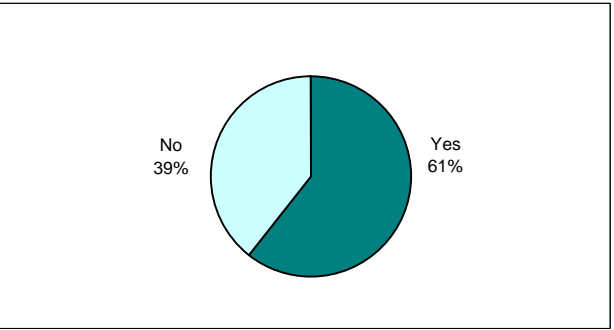
25. Do you know about the various Ecology grant and loan programs available to local government?

Yes	58
No	19
Not Applicable	13
Total	90



26. Have you received a grant or loan from Ecology within the last five years?

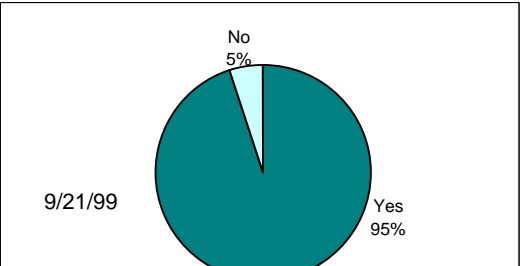
Yes	46
No	30
Not Applicable	12
Total	88



Were you satisfied with the timeliness of:

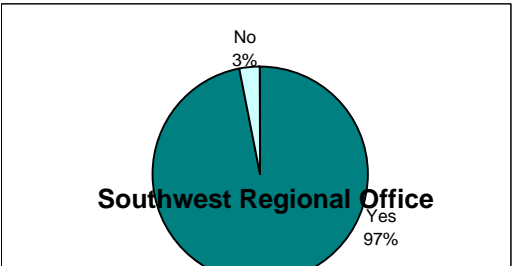
27a. Grant or loan agreements

Yes	38
No	2
Total	40



27b. Technical assistance on the project

Yes	33
No	1
Total	34



27c. Financial reimbursement

Yes	34
No	1
Total	35

